



Spotlight 29 Casino



Job Title: Computer Technician I
Department: Information Technology
Job Type: Full-Time
Status: Non-Exempt
Summary:

The Computer Technician I will coordinate with the IT Help Desk Supervisor and IT Director for tasks that arise for day-to-day operations of the various computer systems and hardware. They will provide on-site administration for software/hardware users in a variety of work environments, including professional offices, workgroups or departments, and public areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide outstanding customer service to guests and all other employees by exceeding our mission statement to be the premier entertainment experience in the Coachella Valley and the high desert.
- Maintain, monitor and correct any computer related problems that may arise.
- Receive, install and test all new PC hardware.
- Set up hardware and install licensed software.
- Assist with system backups and verify completion.
- Assist all Departments with computer related problems.
- Follow up with users to ensure that problems have been resolved satisfactorily.
- Evaluate hardware problems, repair or replace components as necessary.
- Record problems which occurred, such as down time, and actions taken.
- Answer telephone calls to assist computer users encountering problem.
- Assist workers in classifying, cataloging, and maintaining tapes.
- May be on-call during off scheduled hours.
- Ensure compliance with all Minimum Internal Control Standards (MICS) as well as all Tribal Internal Control Standards (TICS).
- Must be capable of presenting a positive image of the Casino to its guests and vendors and to assist them as required.
- Must follow all safety policies and procedures and attend all scheduled safety meetings and training as a condition of employment.
- Perform any other duties that may be assigned from time to time.

SUPERVISORY RESPONSIBILITIES:

This job requires no supervisory responsibilities.

EDUCATION AND EXPERIENCE:

- Must possess High School Diploma or GED
- At least 1 year experience in PC/Computer technician capacity

REQUIREMENTS:

- Must pass pre-employment and periodic random drug screens
- Must pass pre-employment physical
- Must be able to pass background suitability investigation

- Must obtain a Tribal Gaming License
- Must provide proof of eligibility to work in the United States within 72 hours of employment

WORK ENVIRONMENT:

- While performing the duties of this Job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.
- The Casino is open 24 hours per day, seven (7) days per week; therefore, you must be flexible to work any and all shifts.
- The Casino is a gaming facility.
- The Casino is not a smoke-free environment.
- Be aware that surveillance cameras and audio equipment monitor the premises recording activity throughout the facility on a 24-hour, 7 – day per week basis